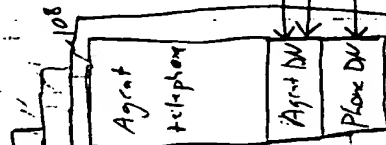
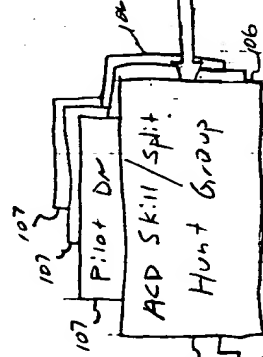
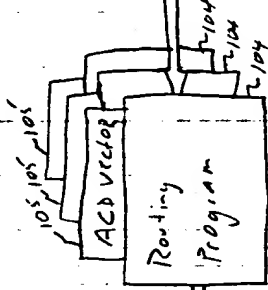
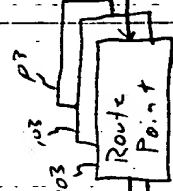
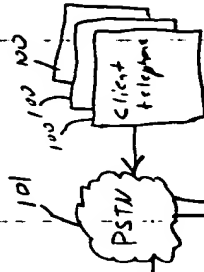


Prior Art

102



ACD

Softphone Application

Cell Control Application Server

FIGURE 1

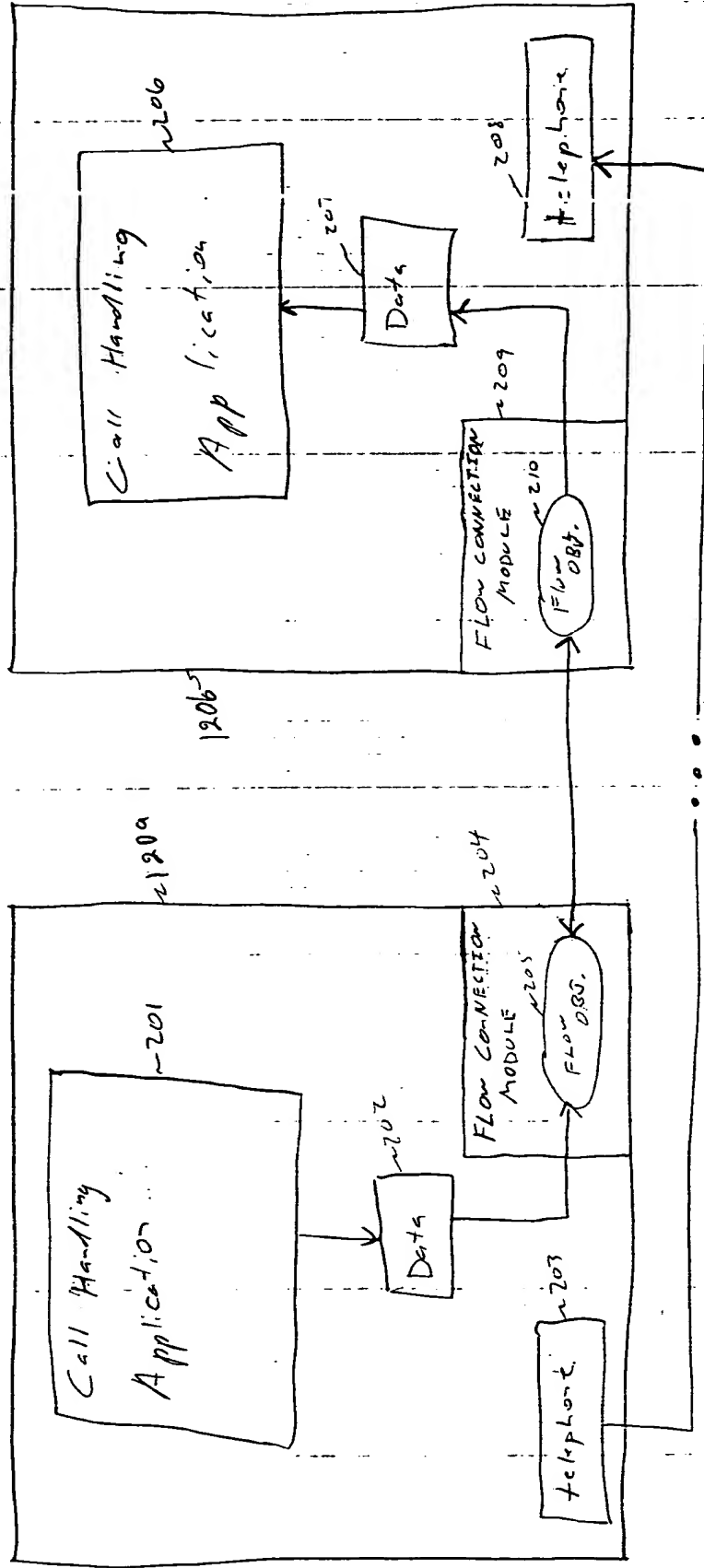


FIGURE 2

DATA BASE

350

DB

1206

Call-Handling
Application

208

Telephone

Flow Control
Module

F.O.

Locator

Routing Application

Flow Control
Module

F.O.

Tel.

CTI Link

P.B.X.

Call-Handling
Application

203

Telephone

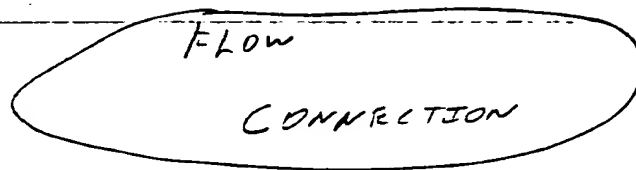
Flow Control
Module

F.O.

PSTN

Customer
Telephone

Figure 3



Call-Handling
Application 201 sends flow object 205
data and a destination ~401

Flow OBJECT 205 verifies
destination address with
locator program ~403

Destination
Available? ~405

Attempt alternate
destination ~407

Flow object 205 Attempt to establish
Establish communications link
with flow connection module 209
of destination ~409

Communication
link
established? ~410

within
configurable
number of
reconnection
times? ~411

415 Flow OBJECT 205 SENDS
Data to flow
connection module 209

Notify call-handling
application 201 that
connection cannot be
obtained with flow connection module 209 ~413

Return

B

FIGURE 4A

B

Flow connection module 209
sends flow object 205 the telephone
number of the destination ~417

Send Phone Call Request
Transfer to CTI ~419
Using phone address of the
destination call-handling application 206

CTI notifies flow connection
module 209 of transferred call ~421

Flow connection module 209 notifies
the flow object 205 that
the call has been transferred ~423

THE FLOW OBJECT 205
Breaks connection with
the flow connection module 209 ~425

THE flow connection module 209
passes data to the call-handling
application 206 ~427

Return

FIGURE 4B

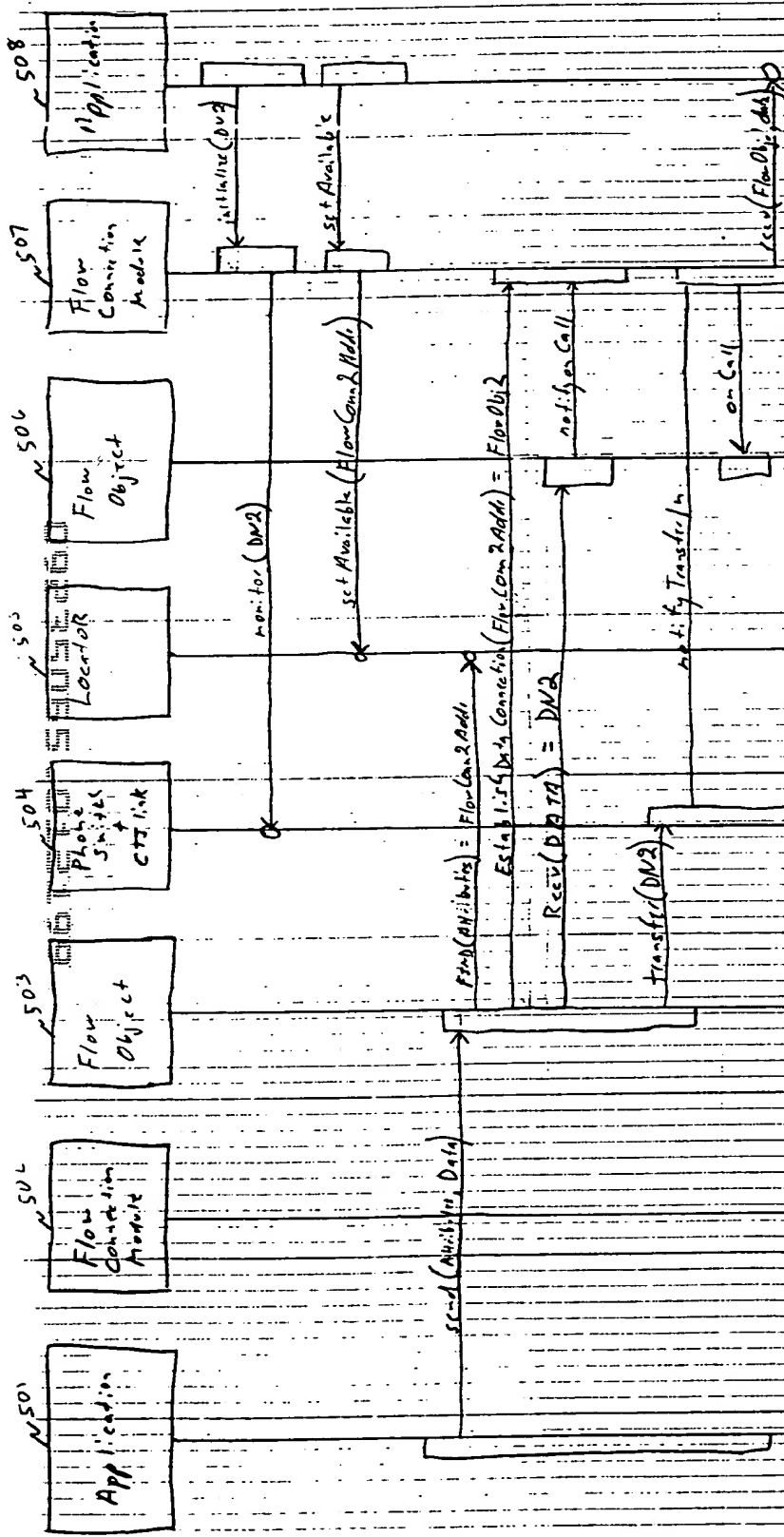


FIGURE 5

DATA SOURCE

350

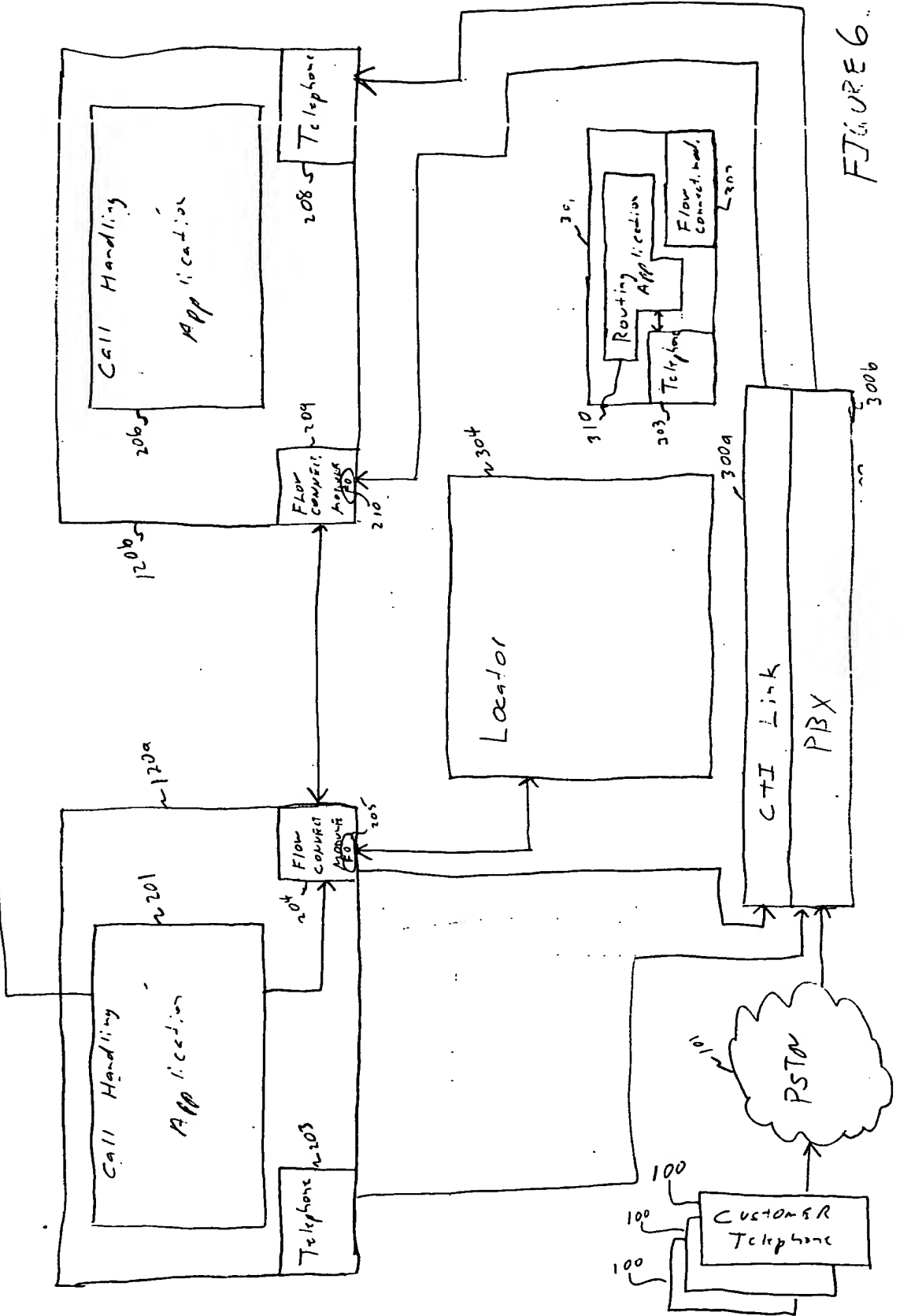
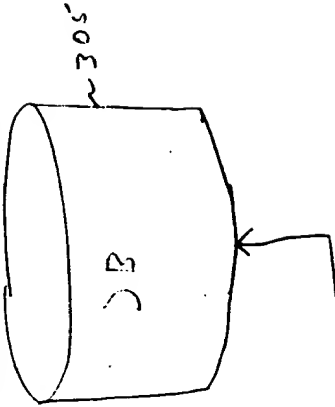


FIGURE 6

703

704

Address	Application
Addr. 1	Application 1, workstation 1209
Addr. 2	Application 2, workstation 1209
Addr. 3	Application 1, workstation 1206
Addr. 4	Application 3, workstation 1209
Addr. 5	Application 1, workstation 120c 2702
Addr. 6	Application 1, workstation 120d
Addr. 7	Application 1, workstation 120c

Basic Locator

701

707

708

709

710

Attribute Set	Address	Application	Status
Attributes 2	Addr 1	Application 1, workstation 1029	Available
Attributes 2	Addr 2	Application 3, workstation 1026	Off-line
Attributes 1	Addr 3	Application 3, workstation 1026	Busy
Attributes 1	Addr 4	Application 1, workstation 1029	Available
Attributes 3	Addr 5	Application 2, workstation 1026	Available
Attributes 1	Addr 8	Application 1, workstation 1026	Busy
Attributes 1	Addr 6	Application 1, workstation 1024	Busy
Attributes 2	Addr 7	Application 4, workstation 1025	Available
Attributes 2	Addr 10	Application, workstation 1024	Available
Attributes 2	Addr 9	Application, workstation 1022	Available

706

Queuing Locator

705

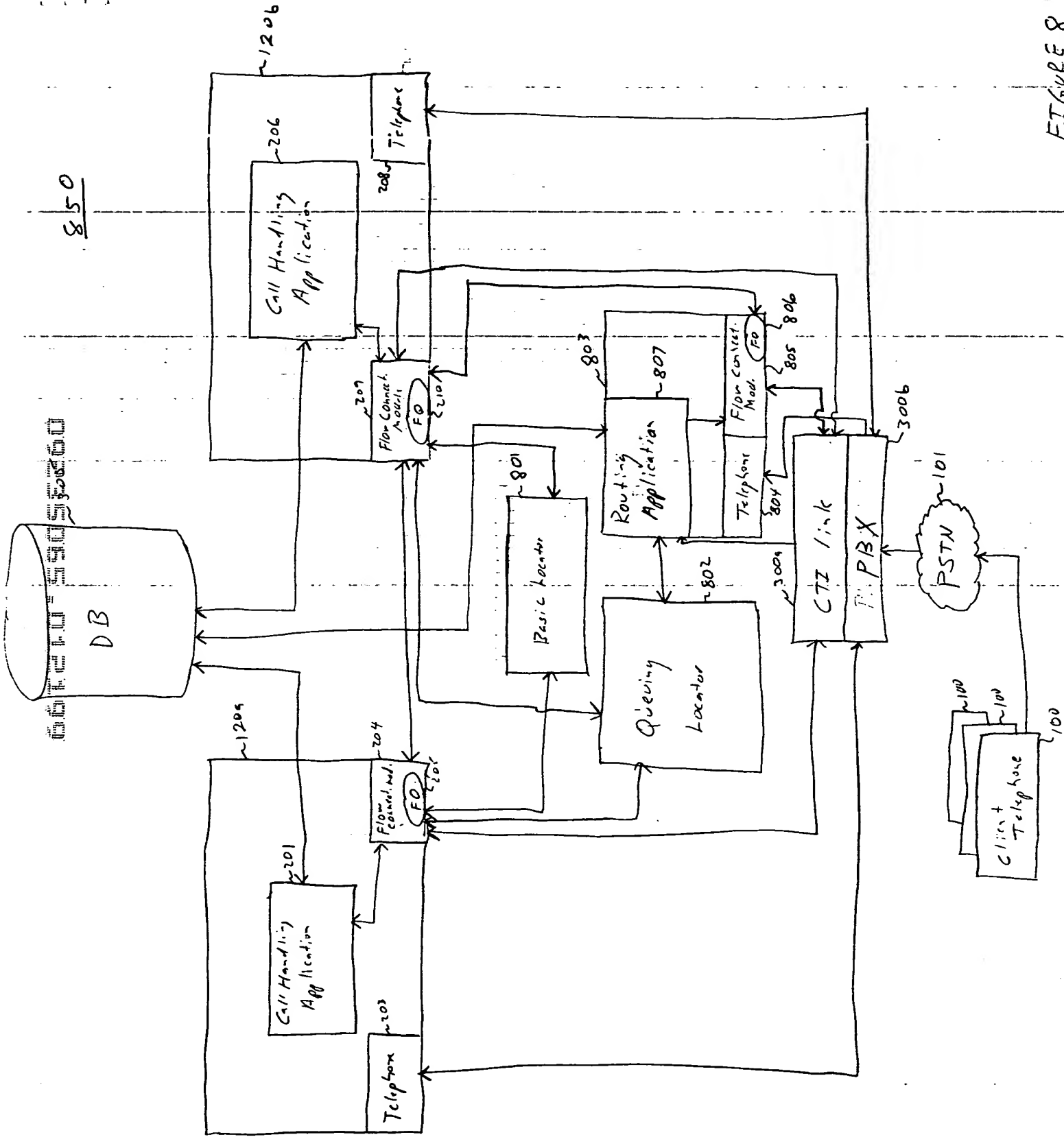


FIGURE 8

901

CALLER NAME/CLIENT		PARK TIME	PARK DURATION
908	JONES — Betty's Cookies	09:40:00	00:00:00 ~902
909	SPOUSE	09:39:00	00:01:00 ~903
908	Smith — Am. Records	09:38:00	00:12:00 ~904
909	Trate — Client unknown	09:31:50	00:08:10 ~905
908	Jefferson — Betty's Cookies	09:31:45	00:08:15 ~906
909	Walter — Ye Olde Locksmith	09:30:15	00:09:45 ~907

200

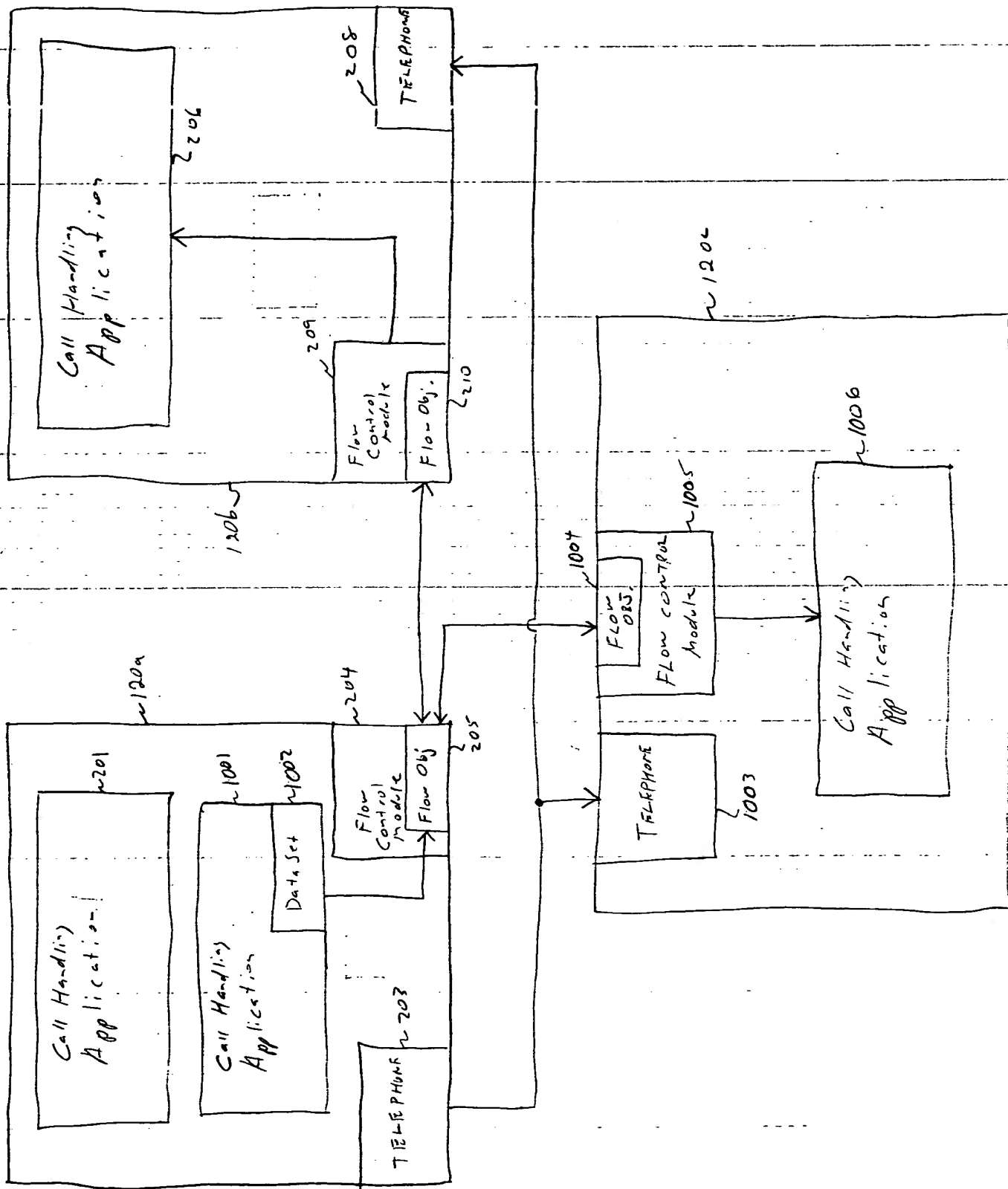


FIGURE 10